

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Network Support Services

SERIES NO.:

6715AG

MAJOR AGENCIES:

Office of Attorney General only

EFFECTIVE DATE:

7/26/1998

SERIES PURPOSE:

The purpose of the network services occupation is to provide computer network support services to users in the office of the Attorney General.

At the three lowest levels, incumbents interact with the Customer Response Center to respond to issues on common, recurring &/or complex network problems. As the classification level increases, so does the degree of independence & complexity of the network problems being addressed.

At the three middle levels, incumbents design, implement & maintain computer network services including network communications, or are responsible for the overall network design & maintenance including network communications, or are accountable for long range issues related to overall network design & maintenance or network services including network communications.

At the highest level, the incumbent supervises the entire computer network support services staff in the Office of the Attorney General.

CLASS TITLE:

Network Specialist 1

CLASS NUMBER:

67151AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The entry level class works under immediate supervision & requires some knowledge of computer science or information technology to include basic network concepts (e.g., physical wiring, protocols & network typology) & network operating systems (e.g., Netware, Windows NT) in order to respond to Customer Response Center issues on common network problems (e.g., desktop issues) & evaluate & resolve reported problems that could not be resolved by technical specialists.

CLASS TITLE:

Network Specialist 2

CLASS NUMBER:

67152AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The developmental level class works under general supervision & requires working knowledge of computer science or information technology to include network concepts (e.g., physical wiring, protocols & network typology), network operating systems (e.g., Netware, Windows NT), desktop operating systems including personal computer configurations, desktop protocol configurations & basic software configuration in order to respond to Customer Response Center issues on recurring (e.g., troubleshoot in-depth issues, communication errors between sites, across agency problems as opposed to isolated desktop issues; problems not limited to software &/or hardware) & evaluate & resolve reported problems.

CLASS TITLE:

Network Specialist 3

CLASS NUMBER:

67153AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of computer science or information technology to include network concepts (e.g., physical wiring, protocols & network typology), network operating systems (e.g., Netware, Windows NT), desktop operating system including personal computer configurations,

desktop protocol configuration & basic software configuration in order to independently respond to Customer Response Center issues or complex network problems (e.g., installation of server, building server, wide area network wiring scheme & connectivity issues) & evaluate & resolve reported issues.

CLASS TITLE:
Network Advisor 1

CLASS NUMBER:
67154AG

EFFECTIVE DATE:
07/26/1998

CLASS CONCEPT:
The advanced level class works under direction & requires thorough knowledge of computer science or information technology to include network concepts, network operating systems (e.g., Netware, Windows NT), desktop operating systems including personal configurations, desktop protocol configuration & software configuration, network design techniques & network security in order to design, implement & maintain computer network services including network communications.

CLASS TITLE:
Network Advisor 2

CLASS NUMBER:
67155AG

EFFECTIVE DATE:
07/26/1988

CLASS CONCEPT:
The first expert level class works under direction & requires extensive knowledge of computer science or information technology to include network concepts, network operating systems (i.e., Netware, Window NT), desktop operating systems including personal configurations, desktop protocol configuration & software configuration, network design techniques & network security in order to design, support & implement overall Local Area Network & Wide Area Network environment technologies.

CLASS TITLE:
Network Advisor 3

CLASS NUMBER:
67156AG

EFFECTIVE DATE:
07/26/1998

CLASS CONCEPT:
The second expert level class works under direction & requires extensive knowledge of computer science or information technology to include network concepts, network operating systems (e.g., Netware, Windows NT), desktop operating systems including personal computer configurations, desktop protocol configuration & software configuration, network design techniques & network security in order to advise on long range direction related to overall network technologies, networking policies & standards & staffing requirements & duties.

CLASS TITLE:
Network Support Services Supervisor

CLASS NUMBER:
67157AG

EFFECTIVE DATE:
07/26/1998

CLASS CONCEPT:
The supervisory level classification works under general direction & requires extensive knowledge of computer science or information technology to include network concepts, network operating systems (e.g., Netware, Windows NT), desktop operating systems including personal computer configurations, desktop protocol configuration & software configuration, network design techniques & network security in order to supervise all computer network services support staff (i.e., network specialists & network advisors) employed by Office of Attorney General & direct overall computer network support services to include long range planning.

CLASS TITLE: Network Specialist 1	CLASS NUMBER: 67151AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Responds to Customer Response Center issues on common network problems (e.g., desktop issues on customer by customer basis) & evaluates & resolves reported problems that could not be addressed by technical specialists (e.g., password assignments; unresolved software issues or system configuration).

Assists higher-level network support staff in designing, supporting & implementing local area network/wide area network environment technologies; assists other data systems staff in developing both technical & non-technical procedures (e.g., setting standards; naming conventions) determined to be beneficial to agency; communicates common network problems that are beyond individual expertise to higher-level network support staff for resolution.

Performs basic network administrative functions (e.g., changes passwords; manipulates network file & print services); occasionally installs, configures &/or maintains personal computers.

Conducts classroom training on operation of personal computers & peripheral equipment & use of related software packages for agency users on individual &/or group basis.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating systems (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration). Skill in installation, operation & maintenance of personal computers & peripheral equipment. Ability to understand manuals & verbal instructions, technical in nature; evaluate & resolve common network problems; cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 18 mos. exp. in installation, operation & maintenance of personal computers, installation & upgrading of software packages, & application of basic network concepts (e.g., physical wiring, protocols & network typology).

-Or 6 mos. exp. as Technical Specialist 3, 64133AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Specialist 2	CLASS NUMBER: 67152AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Responds to Customer Response Center issues on recurring network problems (e.g., troubleshoots in-depth issues, communication errors between sites, across agency problems as opposed to isolated desktop issues & problems not limited to software &/or hardware) & evaluates & resolves reported problems.

Assists higher-level network support staff in designing, supporting & implementing local area network/wide area network environment technologies; assists other data systems staff in developing both technical & non-technical procedures (e.g., setting standards; naming conventions) determined to be beneficial to agency; communicates recurring network problems that are beyond individual expertise to higher-level network support staff for resolution.

Performs basic network administrative functions (e.g., changes passwords; manipulates network file & print services); occasionally installs, configures &/or maintains personal computers; assists Customer Response Center staff with resolution of common network problems (e.g., desktop issues on customer by customer basis); maintains user accounts & passwords.

Conducts classroom training on operation of personal computers & peripheral equipment & use of related software packages for agency users on individual &/or group basis.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating systems (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration). Skill in installation, operation & maintenance of personal computers & peripheral equipment. Ability to understand manuals & verbal instructions, technical in nature; evaluate & resolve common & recurring network problems; work alone & cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 18 mos. exp. in installation, operation & maintenance of personal computers, installation & upgrading of software packages, & application of basic network concepts (e.g., physical wiring, protocols & network typology) 6 mos. exp. in evaluating & resolving common & recurring network problems (i.e., related to desktop operating systems).

-Or 6 mos. exp. as Network Specialist 1, 67151AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Specialist 3	CLASS NUMBER: 67153AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently responds to Customer Response Center issues on complex network problems (e.g., configures & installs server; addresses Wide Area Network wiring scheme & connectivity issues; addresses problems that lower-level network specialists were unable to resolve) & evaluates & resolves reported problems.

Assists higher-level network support staff in designing, supporting & implementing local area network/wide area network environment technologies or independently performs said tasks; assists other data systems staff in developing both technical & non-technical procedures (e.g., setting standards; naming conventions) determined to be beneficial to agency.

Performs administrative functions (e.g., adds & deletes user accounts; changes passwords; manipulates network file & print services); occasionally installs, configures &/or maintains personal computers; assists Customer Response Center staff with resolution of common network problems (e.g., desktop issues on customer by customer basis); maintains user accounts & passwords.

Conducts classroom training on operation of personal computers & peripheral equipment & use of related software packages for agency users on individual &/or group basis.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring protocols & network typology; network operating systems (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration). Skill in installation, operation & maintenance of personal computers & peripheral equipment. Ability to understand manuals & verbal instructions, technical in nature; evaluate & resolve common & recurring network problems; work alone & cooperate with co-workers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 18 mos. exp. in installation, operation & maintenance of personal computers, installation & upgrading of software packages, & application of basic network concepts (e.g., physical wiring, protocols & network typology); 12 mos. exp. in evaluating & resolving common (i.e., related to desktop operating systems) & recurring (e.g., troubleshooting in-depth issues & communication errors between sites, across agency problems & problems not limited to software &/or hardware) network problems.

-Or 6 mos. exp. as Network Specialist 2, 67152AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Advisor 1	CLASS NUMBER: 67154AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Designs, implements & maintains computer network services (e.g., software, file & print; network crashes) including network communication (e.g., provides technical support & sets up remote dial up & multi-protocol implementations; configures, designs & implements client/server solutions; monitors packet traffic on one cable segment or across bridges & routers; analyses traffic & load; performs protocol analysis; troubleshoots packet transmission problems; runs sniffer; installs & maintains local area network & wide area network monitoring tools; designs & maintains accurate backup system for agency's local area network & wide area network).

Assists other data systems staff in developing both technical & non-technical procedures (e.g., participates in management strategy sessions; advises as to general direction on network technologies, networking policies & standards & staffing requirements & duties) determined to be beneficial to agency; participates in developing section budget when assigned; interacts with vendors as assigned.

Independently responds to Customer Response Center issues on complex network problems (e.g., configures & installs server; addresses Wide Area Network wiring scheme & connectivity issues; addresses problems that lower-level network specialists were unable to resolve) & evaluates & resolves reported problems as needed to assist lower-level network support staff; occasionally installs, configures &/or maintains personal computers.

Supervises lower-level network support staff or acts as project leader on given assignments (e.g., assigns tasks to project team members; is accountable for project timelines & due dates) when assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating systems (i.e., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration); network design techniques; network security. Skill in installation, operation & maintenance of personal computers & peripheral equipment; installation & maintenance of network monitoring tools. Ability to understand manuals & verbal instructions, technical in nature; design, implement & maintain computer network services including network communications; provide advice concerning general direction on network technologies, networking policies & standards & staffing requirements & duties.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 18 mos. exp. in installation, operation & maintenance of personal computers, installation & upgrading of software packages, & application of basic network concepts (e.g., physical wiring, protocols & network typology); 18 mos. exp. in evaluating & resolving common (i.e., related to desktop operating systems), recurring (e.g., troubleshooting in-depth issues, communication errors between sites, across agency problems & problems not limited to software &/or hardware) & complex (e.g., configures & installs server; addresses Wide Area Network wiring scheme & connectivity issues; addresses problems that lower-level network specialists were unable to resolve) network problems.

-Or 6 mos. exp. as Network Specialist 3, 67153AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Advisor 2	CLASS NUMBER: 67155AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Designs, supports & implements overall Local Area Network & Wide Area Network technologies including network communication.

Designs, implements & maintains computer network services (e.g., software, file & print; network crashes) including network communication (e.g., provides technical support & sets up remote dial up & multi-protocol implementations; configures, designs & implements client/server solutions; monitors packet traffic on one cable segment or across bridges & routers; analyses traffic & load; performs protocol analysis; troubleshoots packet transmission problems; runs sniffer; installs & maintains local area network & wide area network monitoring tools; designs & maintains accurate backup system for agency's local area network & wide area network).

Assists other data systems staff in developing both technical & non-technical procedures (e.g., participates in management strategy sessions; advises as to general direction on network technologies, networking policies & standards & staffing requirements & duties) determined to be beneficial to agency; participates in developing section budget when assigned; interacts &/or negotiates with vendors.

Configures & installs network servers & network communication equipment.

Supervises lower-level network support staff or acts as project leader on given assignments (e.g., assigns tasks to project team members; is accountable for project timelines & due dates) when assigned; oversees work of contract employees when assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating systems (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration); network design techniques; network security. Skill in installation, operation & maintenance of personal computers & peripheral equipment; installation & maintenance of network operating tools. Ability to understand manuals & verbal instructions, technical in nature; design, implement & maintain computer network services including network communications; provide advice concerning general direction on network technologies, networking policies & standards & staffing requirements & duties.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 12 mos. exp. in designing, implementing & maintaining computer network services (e.g., software, file & print; network crashes) including network communication (e.g., providing technical support; setting up remote dial up & multi-protocol implementations; configuring, designing & implementing client/server solutions; monitoring packet traffic on one cable segment or across bridges & routers; analyzing traffic & load; performing protocol analysis; troubleshooting packet transmission problems; running sniffer; installing & maintaining local area network & wide area network monitoring tools; designing & maintaining accurate backup system local area network wide area network).

-Or 12 mos. exp. as Network Advisor 1, 67154AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Advisor 3	CLASS NUMBER: 67156AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Advises data systems management personnel on long range issues related to overall network design & maintenance of network services including network communications.

Designs, implements & maintains computer network services (e.g., software, file & print; network crashes) including network communication (e.g., provides technical support & sets up remote dial up & multi-protocol implementations; configures, designs & implements client/server solutions; monitors packet traffic on one cable segment or across bridges & routers; analyses traffic & load; performs protocol analysis; troubleshoots packet transmission problems; runs sniffer; installs & maintains local area network & wide area network monitoring tools; designs & maintains accurate backup system for agency's local area network & wide area network).

Assists other data systems staff in developing both technical & non-technical procedures (e.g., participates in management strategy sessions & regular staff meetings; advises as to general direction on network technologies, networking policies & standards & staffing requirements & duties) determined to be beneficial to agency; participates in developing section budget when assigned; interacts &/or negotiates with vendors.

Configures & installs network servers & network communication equipment.

Supervises lower-level network support staff or acts as project leader on given assignments (e.g., assigns tasks to project team members; is accountable for project timelines & due dates) when assigned; oversees work of contract employees when assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating systems (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration); network design techniques; network security. Skill in installation, operation & maintenance of personal computers & peripheral equipment; installation & maintenance of network operating tools. Ability to understand manuals & verbal instructions, technical in nature; design, implement & maintain computer network services including network communications; provide advice concerning general & long term direction on network technologies, networking policies & standards & staffing requirements & duties.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 18 mos. exp. in designing, implementing & maintaining computer network services (e.g., providing technical support; setting up remote dial up & multi-protocol implementations; configuring, designing & implementing client/server solutions; monitoring packet traffic & load; performing protocol analysis; troubleshooting packet transmission problems; running sniffer; installing & maintaining local area network & wide area network monitoring tools; designing & maintaining accurate backup system local area network & wide area network); 6 mos. exp. in providing advice/planning concerning general direction on network technologies & related policies, standards, staffing & staff assignments.

-Or 6 mos. exp. as Network Advisor 3, 67155AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Network Support Services Supervisor	CLASS NUMBER: 67157AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises all network services support staff (e.g., technical specialists, network specialists, network advisors) employed by agency & directs overall computer support services to include long range planning.

Designs, implements & maintains computer network services (e.g., software, file & print; network crashes) including network communication (e.g., provides technical support & sets up remote dial up & multi-protocol implementations; configures, designs & implements client/server solutions; monitors packet traffic on one cable segment or across bridges & routers; analyses traffic & load; performs protocol analysis; troubleshoots packet transmission problems; runs sniffer; installs & maintains local area network & wide area network monitoring tools; designs & maintains accurate backup system for agency's local area network & wide area network).

Assists other data systems staff in developing both technical & non-technical procedures (e.g., participates in management strategy sessions & regular staff meetings; advises as to general direction on network technologies, networking policies & standards & staffing requirements & duties) determined to be beneficial to agency; participates in developing section budget when assigned; interacts &/or negotiates with vendors.

Configures & installs network servers & network communication equipment.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; basic network concepts (e.g., physical wiring, protocols & network typology); network operating system (e.g., Netware, Windows NT); desktop operating systems (i.e., personal computer configuration, desktop protocol configuration & basic software configuration); network design techniques; network security; supervisory principles & techniques*. Skill in installation, operation & maintenance of personal computers & peripheral equipment; installation & maintenance of network operating tools. Ability to understand manuals & verbal instructions, technical in nature; design, implement & maintain computer network services including network communications; provide advice concerning general & long term direction on network technologies, networking policies & standards & staffing requirements & duties; establish friendly atmosphere as supervisor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core coursework in computer science or information technology or related field of study; 2 yrs. exp. in designing, implementing & maintaining computer network services (e.g., software, file & print; network crashes) including network communication (e.g., providing technical support; setting up remote dial up & multi-protocol implementations; configuring, designing & implementing client/server solutions; monitoring packet traffic on one cable segment or across bridges & routers; analyzing traffic & load; performing protocol analysis; troubleshooting packet transmission problems; running sniffer; installing & maintaining local area network & side area network monitoring tools; designing & maintaining accurate backup system local area network & wide area network); 12 mos. in providing advice/planning concerning general & long term direction on network technologies & related policies, standards, staffing & staff assignments.

-Or 6 mos. exp. as Network Advisor 3, 67156AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.